

DLA Telework Training For Supervisors

DLA Training Center
3990 E. Broad Street
Building 11, Section 5
Columbus, OH 43218-3990

DSN 850-5986
Commercial 614-692-5986
Toll Free 1-800-458-7903

Fax 614-692-5974
E-mail INFO@dtc.dla.mil

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DLA Telework Training for Supervisors

Overview

Introduction

Welcome to the Telework Training for DLA Supervisors. By virtue of your presence in this session, you have or will have employees you are responsible for who are eligible to take part in this program, and you need to understand your role as their supervisor.



If you attended the Telework Orientation, you know just the basics about this program. You are no doubt wondering how you will be able to perform your supervisory duties when you and/or your employees are not present in the office!

During this training session we will explain DLA's telework policy more in depth, thereby providing you with the information you will need to successfully accomplish your supervisory roles.

Objective

The objective of this training session—

To provide DLA supervisors with specific policy information regarding their role in the DLA Telework Program, enabling them to make informed decisions about their employees' participation in this program.

DLA policy

DLA's One Book policy for implementing the Telework Program can be found on the DLA Human Resources Web site: <http://www.hr.dla.mil/>.

Orientation Review

DLA Telework Program

This is a program in which eligible employees have the opportunity to perform their official duties away from their customary offices, at alternative work sites—in their homes or in telecenters. To qualify to participate in this program, employees must be eligible and their job duties must be suited for teleworking.



Two types of telework

The DLA Telework program will offer two types of telework for eligible employees:

- Regular and recurring arrangement—working at an alternative work site 1 to 5 days per week.
- **Periodic or intermittent arrangement—working at an alternative work site at infrequent periods of time. Examples include the following:**
 - Short-term work assignment
 - During office renovation
 - During dangerous travel conditions

Employees' characteristics

DLA employees' characteristics are significant factors for the success of the teleworking experience. These characteristics include the following:

- Organized and self-starters
- Conscientious and highly disciplined
- Reliable and responsible
- Able to prioritize and manage time

Eligibility

To be eligible to telework, an employee's work performance must be at the fully successful level. In addition, an employee's job or individual work activities must be ones the employee can perform on a regular and recurring basis, or on a periodic or intermittent basis, at home or another work site geographically different from the employee's official duty station.

Eligibility criteria

Below is the list of eligibility criteria for DLA employees:

- Their work performance must be at the fully successful level.
- There must be no current leave restriction letter or written reprimand due to poor performance or misconduct.
- There must be no suspension/demotion due to misconduct or poor performance within the 2 years prior to the start of teleworking.

Orientation Review, Continued

Eligibility criteria, continued

- They must be able to perform official duties, either in whole or in part, at an alternative worksite without impairing DLA's mission.
- They must be assigned to a field activity for at least 90 days.
- They must be assigned to a new position at the same field activity for at least 30 days.

Checklist

This checklist challenges prospective teleworkers to look at themselves and their circumstances as they decide whether they will take part in the DLA Telework Program.

Is Teleworking for me?	<input checked="" type="checkbox"/>
I am happy working by myself.	<input type="checkbox"/>
I won't miss regular contact with other people at work.	<input type="checkbox"/>
I am self-motivated.	<input type="checkbox"/>
I have good time-management skills.	<input type="checkbox"/>
The members of my family are happy with the idea that I may be working at home.	<input type="checkbox"/>
I can keep the appropriate degree of separation between my professional work and private life.	<input type="checkbox"/>
I would be able to switch off and leave my work behind at the end of the day.	<input type="checkbox"/>
I think spending the day working at home will satisfy me.	<input type="checkbox"/>
I won't miss the direct feedback on my work from my supervisor or colleagues, which office-based workers take for granted.	<input type="checkbox"/>
I am technically competent, e.g., in the use of a PC.	<input type="checkbox"/>
I am happy communicating by telephone.	<input type="checkbox"/>

Official duty station

Whether employees work in their homes or at telecenters, their official duty station will continue to be their conventional DLA offices. All pay, leave, and travel entitlements are based on the employees' official duty stations.

Home Office Considerations

Designated area

Employees who telework in their homes will be required to designate one area in their homes as the official worksite or home office. Once the area has been designated, it is up to teleworkers to maintain a worksite atmosphere in which, during work hours,

- they are not engaged in dependent care (e.g., childcare, elder-care), and
- their personal business will be kept to a minimum.



Before



After

Workspace list

This workspace list asks prospective teleworkers to examine their workspace at home to determine if it is sufficient for teleworking.

Workspace in My Home	<input checked="" type="checkbox"/>
There is a separate room available to work in.	<input type="checkbox"/>
There is enough working space and storage space available.	<input type="checkbox"/>
This room is a pleasant place to be working (e.g., lighting, room temperature).	<input type="checkbox"/>
Work information can be kept confidential.	<input type="checkbox"/>
The door on my work area can be shut at the end of the working day.	<input type="checkbox"/>



Home Office Considerations, Continued

Home utilities

Home utilities may be increased as a result of telework, but DLA is not responsible for any expenses related to

- electricity
- heating
- space usage, or
- water.



Balanced against these increases there may be potential savings on

- gasoline
- parking
- meals, and
- clothing expenses.

Safety

Employees who telework in their homes are responsible for ensuring that their homes comply with safety requirements. They must complete and sign a “Self-Certification Home Safety Checklist” to certify that their homes are safe.



Home inspection

When there is sufficient cause to question whether a hazardous work environment exists, supervisors will inspect the home work site, by appointment only, to determine if

- Government-owned property is being properly maintained, and
- safety standards are in place.



Equipment Considerations

Government-furnished hardware

DLA may purchase Government-furnished mobile equipment (laptops) for employees to use in their homes for regular and recurring telework arrangements. This decision will be determined after considering the following criteria:

- Nature of the work involved
- Availability of existing and/or excess equipment
- Funding constraints or flexibilities

The determination to purchase may be made on a case-by-case basis.



Government-furnished software

DLA will provide software for teleworkers to use on the Government-furnished mobile equipment, which provides

- secure, encrypted connections, and
- Public Key Information (PKI) certification.

Who is responsible?

Teleworkers are responsible for the installation fees (if required) and the monthly service fees of the communication lines between their homes and the DLA network.

IF teleworkers use . . .	THEN teleworkers will . . .
their own personal equipment	<ul style="list-style-type: none">• purchase and install any software, and• maintain and service the equipment.
Government-owned equipment	<ul style="list-style-type: none">• use and protect the equipment in accordance with DLA policy and procedures, and• bring the equipment back to be serviced and maintained by the Government.

Equipment failures

Teleworkers must immediately report equipment failures to their technical support offices and their supervisors. Supervisors will then determine, based on individual circumstances,

- the teleworkers' appropriate duty or leave status, and
- whether the teleworkers should report to their official duty stations.

Equipment Considerations, Continued

Telephones

DLA generally may not pay for telephone installation and service in private residences. However, DLA may pay for telephone installation and service if the following criteria are met:

- The service is considered to be essential.
- Adequate safeguards exist to prevent abuse.



DLA will provide employees with telephone credit cards, cell phones, dial in or other capability to use when business-related, long distance phone calls are required.

Fax machine

The Government is prohibited from purchasing fax machines for installation in private residences. However, if existing Government-owned fax machines are not being used, teleworkers could use them in their homes periodically.

Work Requirements and Standards

Work requirements

Supervisors are responsible for assigning work requirements to their employees whether they are working in the office or teleworking. Teleworkers will meet with their supervisors as necessary or appropriate to

- obtain work assignments, and/or
- have completed work reviewed.



Guidelines and standards

Work guidelines and standards stated in the employees' current performance plans apply to work completed at both the

- official duty stations, and
- alternate worksites.

Liability

Personal Injury

Employees are covered under the Federal Employee's Compensation Act (FECA) if they are injured while performing their official duties at

- the official duty station
- their official home worksite, or
- a nearby telecenter.



If there are accidents/injuries while teleworking, teleworkers must notify their supervisors immediately so that the supervisors can investigate as soon as possible.

Property damages or other costs

DLA is not responsible for

- damages to employees' personal or real property while teleworking, or
- any costs (e.g., utilities) associated with teleworking in the employees' homes.

Time and Attendance/Pay Issues

Duty hours

The existing policy and/or collective bargaining agreements regarding duty hours and scheduling work apply for telework arrangements. This provides a structure to account for time and leave requests. Unstructured telework arrangements violate legal requirements and public policy.

Timekeepers will have copies of employees' telework schedules, and will record time and attendance as if the official duties were performed at their official duty station.



Leave

Supervisors must approve all leave requests, overtime, compensatory time, religious time, and credit time.

Emergency Call back

Teleworkers may be called back to their official duty stations, by their supervisors, on an emergency basis. The following are examples of an emergency basis:

- Special projects
- Shortage of office staff

IF teleworkers are called back to their official duty station . . .	THEN . . .
during their regularly scheduled tour of duty	their travel hours must be credited as worked.
before or after their regularly scheduled tour of duty for irregular or overtime work	they may be entitled to at least 2 hours of overtime pay.

Emergency closings/dismissals

The following arrangements are to be followed when official duty stations close:

- Teleworkers whose official duty station is located inside the Washington Capital Beltway will follow the same closedown arrangements as employees at their official duty station.
- Teleworkers whose official duty station is located outside the Washington Capital Beltway (including the DLA Headquarters Complex) would normally be expected to continue working at their alternative work site when their official duty station is experiencing emergency dismissal or closing.



Security

Security issues

Teleworkers and their supervisors need to be familiar with the following security issues:

- No classified information and/or processing will be permitted at alternative worksites.
- Use of established technical standards for Government-furnished equipment, network, and security issues is required. The standards are outlined in the DLA Information Technology Solutions and Standards documents, version 1.0, dated April 2000 (reference: Information Technology (IT) Architecture Web site, <https://hqcnet.hq.dla.mil/j-6/j-63/awg>).
- Sensitive information (e.g., For Official Use Only or Privacy Act) cannot be processed away from official duty stations unless Public Key Information (PKI) encryption is available for electronic mail.
- When employees telework intermittently, personal computers can be used for work on limited amounts of sensitive unclassified material, with the stipulation that the files be deleted as soon as they are no longer required.
- All sensitive information must be stored in approved, lockable containers.



Teleworker responsibilities

When DLA employees telework, they will continue to acknowledge, and work accordingly, to

- protect Government/DLA records from unauthorized disclosure or damage
- comply with the Privacy Act of 1974, and
- manage all files, records, papers, machine-readable materials, and other documentary materials received or made while teleworking in accordance with the DLA One Book chapter on Records Management.

Requesting Telework

Process

The following table identifies the various stages in the request and approval process.

Stage	Who Does It	What Happens
1	The employee	completes and signs the Telework Request and Approval form and submits it to his or her supervisor.
2	The supervisor	signs, recommends approval or disapproval, and then submits the form to the Approving Official for final approval/disapproval.
3	The Approving Official	signs, approves/disapproves the request, and then returns the form to the supervisor.
4	The employee	completes and signs the Telework Agreement form and submits it to his or her supervisor.
5	The supervisor	signs and submits the form to the Telework Coordinator at the employee's official duty station.
6	The employee	completes and signs the Self-Certification Home Safety Checklist (if applicable), and submits it to his or her supervisor.
7	The employee and supervisor	complete and sign the Supervisory-Employee Checklist .

Terminating Telework

Management's right to terminate

Management has the right to terminate telework if

- participation adversely affects DLA mission accomplishment
- an employee no longer satisfies the eligibility criteria, or
- an employee's performance is declining.

Employees' right to terminate

Employees can request termination of their Telework Agreement at any time without cause. When this occurs, supervisors and employees need to work together to plan any resulting changes in the work assignments.

Overall interest

The overall interest of DLA takes precedence over participation in the DLA Telework Program, especially during times of

- war
- national emergency, or
- other crisis.

Qualities of the Best Supervisors of Teleworkers

List of qualities

The best supervisors of teleworkers are those who have a positive attitude towards teleworking, and have some or all of the qualities listed below:

- They are comfortable supervising employees who are teleworking.
- They manage by results.
- They are knowledgeable about what is required of the supervisory role.
- They are comfortable communicating via e-mails and phone calls with teleworkers.
- They respond accordingly when problem situations occur.
- They have strong communication skills.
- They trust and support the employees who are teleworking.
- They respond positively to new ideas.
- They communicate clear goals and expectations to teleworkers.
- They are approachable in the office, as well as by e-mail and phone.

Supervisor Responsibilities

Description

The role of the supervisor is being redefined as a result of telework. While it may take more work initially, telework will become a regular part of the office routine when you and your teleworkers become accustomed to it. And, when this happens, supervising your teleworkers may require no more management time or effort than for your non-teleworkers.

There are responsibilities that supervisors should build on that will promote a successful telework experience for both themselves and their employees. These responsibilities are described below:

- Create a system for managing your teleworkers.
- Develop work and schedule plans for your teleworkers.
- Make sure your teleworkers understand DLA's telework policy.
- Assign the same amount of work to your teleworkers as you did when they worked in the office.
- Remember that teleworkers do not want to be overlooked when assignments, awards, or promotions are given out.
- Make sure that you clarify your expectations.
- Utilize management and communication techniques to maintain good manager/employee relationships.
- Schedule regular meetings with your teleworkers and their work teams.
- Clarify responsibilities and procedures for handling inquiries.
- Ask for periodic updates to review progress, if necessary.
- Assign tasks to your teleworkers, specifying what elements can be done at home and which aspects need on-site involvement.
- Manage by results to prevent micromanagement.
- Avoid assigning teleworker duties to a non-teleworker.

Suggestions

Major players

Supervisors will be major players in the success of the teleworking experience for their employees! The table below contains a list of suggested behaviors for supervisors who manage teleworkers:

Behaviors to Demonstrate	
Have confidence in your teleworkers.	Delegate assignments fairly among teleworkers.
Promote goal setting.	Plan meetings when teleworkers can participate.
Provide appropriate and timely feedback.	Include your teleworkers in day-to-day activities.
Plan your time.	Schedule regular status reports.
Encourage good organizational skills.	Be prepared to let employees terminate their telework program.
Supervise teleworkers by the results of their efforts.	Plan to telework yourself.
Inform coworkers of the teleworkers' schedules.	Strengthen your management skills with both your teleworkers and your non-teleworkers.
Take teleworking very seriously.	Use the same management tools for both teleworkers and non-teleworkers.
Use your initiative to make teleworking a success for you and your employees.	Be flexible and expect changes.

Behaviors to avoid

Below is a suggested list of behaviors to avoid for supervisors who manage teleworkers:

- Supervising your teleworkers too closely.
- Calling your teleworkers constantly to check on them.
- Ignoring your teleworkers.
- Asking for constant status reports.
- Setting unrealistic milestones for projects.
- Neglecting problems.
- Expecting perfection.
- Expecting all of your employees to be equally successful in their teleworking attempts.
- Not supporting the teleworking option for all eligible employees.

Books About Telework

A sampling

Below is a sampling of the many books available on the subject of teleworking:



- [Home Office Solutions: How to Balance Your Professional and Personal Lives While Working at Home](#) by Alice Bredin and Kirsten M. Lagatree (John Wiley & Sons, 1998). Learn how to conquer the psychological and work-management problems associated with having a home office. The authors discuss the many challenges home office workers face including isolation, stress, burnout, time management problems, family and relationship conflicts, depression, and procrastination.
- [The Distance Manager: A Hands On Guide to Managing Off-Site Employees and Virtual Teams](#) by Kimball & Mareen Fisher (McGraw-Hill, 2000). A practical handbook for managing teleworkers and offsite teams.
- [An Organizational Guide to Telecommuting: Setting Up and Running a Successful Telecommuting Program](#) by George M. Piskurich (American Society for Training and Development, 1998).
- [The Business Traveler's Survival Guide: How to Get Work Done While on the Road](#) by June Langhoff (Aegis, 1997). Handle any communications challenge that might arise while you're on the road. This book shows the skills that every business traveler should master, from setting up a temporary worksite to saving money on hotel phone bills. Packed with useful advice, insider tips, and real-life stories and anecdotes, this book is an indispensable travel companion.
- [Managing Virtual Teams: Practical Techniques for High-Technology Project Managers](#) by Martha Haywood (Artech House, 1998). Lots of good advice on developing distributed teams including building team identity, developing practical performance metrics, mentoring and training remote workers, an in-depth discussion of remote access technologies, and more.
- [The Joy of Work: Dilbert's Guide to Finding Happiness at the Expense of Your Co-Workers](#) by Scott Adams (Harpercollins Interactive, 1999). A tongue-in-cheek guide to surviving the corporate life including office pranks, surviving meetings, and managing your boss. Be sure to check out Adams' observations on "reverse telecommuting," the practice of bringing personal work to the office (paying bills, playing games, and checking stock investments on company time). Hilarious!
- [Global Software Teams: Collaborating Across Borders and Time Zones](#) by Erran Carmel (Prentice Hall, 1999). Includes case studies from IBM's five-site project to develop JavaBeans and Holiday Inn's insourcing and outsourcing to India.

Telework Web Sites

A list

Below is a list of telework Web sites. This is just a sampling of the many Web sites that are available on this subject:



- General Services Administration (GSA) and Office of Personnel Management (OPM)—Interagency Telework/Telecommuting Site, <http://www.telework.gov>
- International Telework Association and Council, <http://www.telecommute.org/>
- About Mobile Office Technology, <http://mobileoffice.about.com/>
- Canada Telework Association—InnoVisions Canada, <http://www.ivc.ca/>
- Telecommuting and Telework Resources, <http://www.telework.com>
- Telework Consortium, <http://www.teleworkconsortium.org/>
- The Telework Coalition, <http://www.telcoa.org>

Appendix A

Telework Request and Approval Form

TELEWORK REQUEST AND APPROVAL FORM

(NOTE: A FORM-FLOW VERSION OF THIS FORM IS AVAILABLE AT THE DLA SUPPORT SERVICES FORMS WEB PAGE (<http://www.dla.mil/dss/forms/>). SEE DLA FORM 1864, JULY 2004.)

EMPLOYEE _____ ORGANIZATION _____

JOB TITLE _____ GRADE and JOB SERIES _____

PHONE NUMBER _____

LAST PERFORMANCE EVALUATION RATING _____

DESCRIPTION OF WORK TO BE PERFORMED:

DESCRIPTION OF OUTPUTS:

BENEFITS FOR EMPLOYEE AND THE EMPLOYER (CHECK ALL THAT APPLY):

- | | |
|---|---|
| <input type="checkbox"/> Improved Productivity | <input type="checkbox"/> Reduced Commuting Cost |
| <input type="checkbox"/> Improved Morale | <input type="checkbox"/> Workspace Availability |
| <input type="checkbox"/> Incentive to remain with DLA | <input type="checkbox"/> Reduced Parking |
| <input type="checkbox"/> Environmental Concerns | <input type="checkbox"/> Promoting DLA as an Employer |
| <input type="checkbox"/> Improved Job Access | <input type="checkbox"/> Other (Specify Below) |

Specify Other Benefits

EQUIPMENT AND SOFTWARE REQUIRED:

NUMBER OF COMMUTER MILES SAVED PER TELEWORK DAY: _____

START DATE: _____ END DATE: _____

IF REGULAR AND RECURRING:

Telework Tour of Duty (e.g., 8:30 a.m.–5:00 p.m., including a 30-minute lunch period):

FROM _____ TO _____

Day(s) of the week employee will telework: _____

Number of Days per Week Telework is Recommended (Check):

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

Select Schedule Type (Check):

_____ Fixed schedule in accordance with local guidance and/or collective bargaining agreement

_____ Flexitime in accordance with local guidance and/or collective bargaining agreement

_____ AWS in accordance with local guidance and/or collective bargaining agreement

Alternative Work Site Address:

IF PERIODIC OR INTERMITTENT:

Telework Tour of Duty (e.g., 8:30 a.m.–5:00 p.m., including a 30-minute lunch period):

FROM _____ TO _____

Dates employee will telework: _____

Number of Days per Week Telework is Recommended (Check):

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

Select Schedule Type (Check):

_____ Fixed schedule in accordance with local guidance and/or collective bargaining agreement

_____ Flexitime in accordance with local guidance and/or collective bargaining agreement

_____ AWS in accordance with local guidance and/or collective bargaining agreement

Alternative Work Site Address:

SIGNATURES AND RECOMMENDATION:

EMPLOYEE'S SIGNATURE _____ DATE _____

SUPERVISOR'S SIGNATURE _____ DATE _____

SUPERVISOR'S RECOMMENDATION:

_____ **Approved** _____ **Disapproved**

NUMBER OF DAYS PER WEEK TELEWORK IS RECOMMENDED (Check):

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

APPROVAL:

_____ **Approved** _____ **Disapproved** (Explaining reason below)

NUMBER OF DAYS PER WEEK TELEWORK IS AUTHORIZED (Check):

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

APPROVING OFFICIAL'S SIGNATURE _____ DATE _____

IF DISAPPROVED, REASON FOR DISAPPROVAL:

PRVACY ACT STATEMENT

AUTHORITY: Public Law 106-346, Sec. 359, Transportation Appropriations Act, 2001 (Telecommuting)

PRINCIPAL PURPOSE(S): Information is collected to register individuals as participants in the DLA alternate workplace program; to manage and document the duties of participants; and to fund, evaluate and report on program activity. The records may be used by Information Technology offices for determining equipment and software needs, for ensuring appropriate system safeguards are in place, and for managing technological risks and vulnerabilities.

ROUTINE USES: Information may be disclosed for any of the Routine Uses published by DLA and posted at http://www.defenselink.mil/privacy/notices/dla/dla_preamble.html.

DISCLOSURE: Disclosure is voluntary. However, failure to provide the requested information may result in our inability to include you as a participant in the alternate workplace program.

DLA PRIVACY ACT SYSTEM NOTICE S330.10 APPLIES.

Appendix B

Telework Agreement

TELEWORK AGREEMENT

(NOTE: A FORM-FLOW VERSION OF THIS FORM IS AVAILABLE AT THE DLA SUPPORT SERVICES FORMS WEB PAGE (<http://www.dla.mil/dss/forms/>). SEE DLA FORM 1865, JULY 2004.)

Employee: _____ Job Title: _____

Grade & Job Series _____ Supervisor: _____

1. Employee volunteers to participate in the program and to adhere to applicable policies, guidelines, and procedures. Agency concurs with employee participation and agrees to adhere to applicable policies, guidelines and procedures.
2. Participation in the program will last _____ commencing on _____ and ending on _____.
3. Employee's official duty station tour of duty will be from _____ to _____ (e.g., 8:30 a.m. to 5:00 p.m. including a 30-minute non-paid lunch period) on the following days:

Employee's telework tour of duty will be from _____ to _____ on the following days:

_____ Fixed schedule in accordance with local guidance and/or collective bargaining agreement

_____ Flexitime in accordance with local guidance and/or collective bargaining agreement

_____ AWS in accordance with local guidance and/or collective bargaining agreement

Number of Days per Week Telework is Authorized (Check):

_____ 1 _____ 2 _____ 3 _____ 4 _____ 5

4. Employee's official duty station address is:

5. Approved Alternative Worksite Address:

Phone Number: _____

6. These dates/times may be modified as needed to meet mission requirements as required or approved by the supervisor in accordance with local guidance and/or collective bargaining agreement.
7. All pay, leave, and travel entitlements will be based on the employee's official duty station.
8. Employee's timekeeper will have a copy of the employee's telework schedule and will record the time and attendance as if performing official duties at the official duty station.
9. If leave is taken, employee will notify the supervisor following the local guidance and/or collective bargaining agreement.
10. Employee will continue to work in pay status while working at the alternative work site. If employee works

overtime that has been approved in advance, he/she will be compensated in accordance with applicable law, regulations, or other pay guidance. The employee will not work in excess of his/her prescheduled tour of duty (including overtime, compensatory time, religious time, or credit hours) unless he/she receives permission from his or her supervisor. By signing this form, employee agrees that failing to obtain proper approval for overtime work may result in his/her removal from the telework program or other appropriate action.

11. If employee uses Government equipment, employee will use and protect the Government equipment in accordance with Agency policy and procedures. Government-owned equipment will be serviced and maintained by the government. If an employee provides his/her own equipment he/she is responsible for purchasing and installing any software, servicing it and maintaining it. Use of personally owned computer equipment to connect to the DLA network is approved if appropriate security software is installed and security procedures are followed to avoid risk of intrusion or impact to the DLA environment.
12. DLA retains the right to inspect the home work site, by appointment only, to ensure proper maintenance of Government-owned property and safety standards, provided management has reasonable cause to believe that a hazardous work environment exists.
13. DLA will not be liable for damages to an employee's personal or real property during the course of performance of official duties or while using DLA equipment in the employee's residence, except to the extent DLA is held liable by the Federal Tort Claims Act or claims arising under the Military Personnel and Civilian Employees Claims Act.
14. DLA will not be responsible for operating, maintenance, or any other costs (e.g., utilities) whatsoever associated with the use of the employee's residence. The employee does not relinquish any entitlement to reimbursement for authorized expenses incurred while conducting business for the government, as provided by statute and implementing regulations.
15. Employee is covered under the Federal Employee's Compensation Act if injured in the course of actually performing official duties at the official alternate work site. Any accident or injury occurring at the alternate duty station must be brought to the immediate attention of the supervisor. Because an employment-related accident sustained by a telework employee will occur outside of the premises of the official duty station, the supervisor must investigate all reports as soon as practical following notification.
16. The employee is required to designate one area in the home as the official work or office area that is suitable for the performance of official government business. The government's potential exposure to liability is restricted to this official work or office area for purposes of telework.
17. Employee will meet with the supervisor to receive assignments and to review completed work as necessary or appropriate.
18. All assignments will be completed according to the work procedures, guidelines and standards stated in the employee's performance plan.
19. Employees will apply approved safeguards to protect Government/DLA records from unauthorized disclosure or damage and will comply with Privacy Act requirements set forth in the Privacy Act of 1974, PL 93-679, codified at Section 552a, Title 5 USC.
20. Employees shall manage all files, records, papers, or machine-readable material and other documentary materials, regardless of physical form or characteristics, made or received during telework in accordance with the DLA One Book chapter on Records Management.
21. No classified documents (hard copy or electronic) may be taken to, or created at, an employee's alternative work site. For Official Use Only and sensitive non-classified data may be taken to alternative work sites if necessary precautions are taken to protect the data, consistent with DoD regulations.
22. Telework will be terminated if it adversely affects the performance of the employee.
23. Supervisors have the authority to call any employee in to the official duty station for mission needs at any

time. Call back outside the telework hours/dates are handled in accordance with established policy and/or collective bargaining agreement.

- 24. After appropriate notice to the supervisor, the employee may cancel the telework arrangement.
- 25. The employee continues to be covered by the DLA standards of conduct while working at the alternative work site.
- 26. The employee acknowledges that telework is not a substitute for dependent care.
- 27. Employee acknowledges that he/she has read and understands the Privacy Act Statement at the bottom of this form.

Supervisor's Signature _____ **Date** _____

Employee's Signature _____ **Date** _____

If either the supervisor or employee cancels this agreement, fill in the information below:

Cancellation Date: _____

Cancellation was (Check):

_____ Employee-initiated _____ Supervisor-initiated

Reason(s) for cancellation:

Supervisor's Signature _____ Date _____

Employee's Signature _____ Date _____

PRVACY ACT STATEMENT

AUTHORITY: Public Law 106-346, Sec. 359, Transportation Appropriations Act, 2001 (Telecommuting)

PRINICIPAL PURPOSE(S): Information is collected to register individuals as participants in the DLA alternate workplace program; to manage and document the duties of participants; and to fund, evaluate and report on program activity. The records may be used by Information Technology offices for determining equipment and software needs, for ensuring appropriate system safeguards are in place, and for managing technological risks and vulnerabilities.

ROUTINE USES: Information may be disclosed for any of the Routine Uses published by DLA and posted at http://www.defenselink.mil/privacy/notices/dla/dla_preamble.html.

DISLCOSURE: Disclosure is voluntary. However, failure to provide the requested information may result in our inability to include you as a participant in the alternate workplace program.

DLA PRIVACY ACT SYSTEM NOTICE S330.10 APPLIES.

Appendix C

Self-Certification Home Safety Checklist

SELF-CERTIFICATION HOME SAFETY CHECK LIST

(NOTE: A FORM-FLOW VERSION OF THIS FORM IS AVAILABLE AT THE DLA SUPPORT SERVICES FORMS WEB PAGE (<http://www.dla.mil/dss/forms/>). SEE DLA FORM 1867, FEBRUARY 2003.)

Employee Name: _____ Organization: _____

Home Work Site Telephone: _____

Home Work Site Address: _____

Describe the designated work area, e.g., bedroom, den, living room, etc.

The following checklist is designed to assess the overall safety of the alternative work site. Each participant should read and complete the Self-Certification Home Safety Checklist. A copy of this checklist should be attached to the Telework Agreement.

1. Are temperature, noise, ventilation, and lighting levels adequate to maintain your normal level of job performance? Yes ____ No ____
2. Is all electrical equipment free of recognized hazards that would cause physical harm (frayed wires, bare conductors, loose wires, flexible wires running through walls, exposed wires fixed to the ceiling)? Yes ____ No ____
3. Will the building's electrical system permit the grounding of electrical equipment? Yes ____ No ____
4. Are aisles, doorways, and corners free of obstructions to permit visibility and movement? Yes ____ No ____
5. Are file cabinets and storage closets arranged so drawers and doors do not open into walkways? Yes ____ No ____
6. Are the phone lines, electrical cords, and extension wires secured under a desk or alongside a baseboard? Yes ____ No ____

Employee's Signature: _____

Date: _____

Appendix D

Supervisory–Employee Checklist

SUPERVISOR—EMPLOYEE CHECKLIST

(NOTE: A FORM-FLOW VERSION OF THIS FORM IS AVAILABLE AT THE DLA SUPPORT SERVICES FORMS WEB PAGE (<http://www.dla.mil/dss/forms/>). SEE DLA FORM 1866, JULY 2004.)

Employee: _____

Supervisor: _____

The following checklist is designed to ensure that the teleworker and supervisor are properly oriented to the policies and procedures of the Telework Program. Questions 4, 5, and 6 may not be applicable to the telework employee. If this is the case, state non-applicable or N.A.

ITEM	DATE
1. Employee/Supervisor has read DLA One Book Telework Policy.	_____
2. Employee has been provided with a schedule of work hours.	_____
3. Employee has been issued/has not been issued government furnished equipment. (If no equipment has been issued, mark N.A. on the date line and skip to item 6).	_____
4. Equipment issued by DLA is documented and properly receipted.	
<div style="display: flex; justify-content: space-between;"> <div>Check as applicable:</div> <div>Yes</div> <div>No</div> </div> <div style="display: flex; justify-content: space-between;"> <div>Computer</div> <div>_____</div> <div>_____</div> </div> <div style="display: flex; justify-content: space-between;"> <div>Modem</div> <div>_____</div> <div>_____</div> </div> <div style="display: flex; justify-content: space-between;"> <div>Fax machine</div> <div>_____</div> <div>_____</div> </div> <div style="display: flex; justify-content: space-between;"> <div>Telephone</div> <div>_____</div> <div>_____</div> </div> <div style="display: flex; justify-content: space-between;"> <div>Other</div> <div>_____</div> <div>_____</div> </div>	
5. Policies and procedures for care of equipment issued by the Agency have been explained and are clearly understood.	_____
6. Policies and procedures covering classified, secure, or Privacy Act data have been discussed and are clearly understood.	_____
7. Requirements for an adequate and safe office space and/or area have been discussed, and the employee certifies those requirements are met.	_____
8. Performance and conduct expectations have been discussed and are understood.	_____
9. Employee understands that the supervisor may terminate employee participation in accordance with established administrative procedures and union-negotiated agreements.	_____
10. Employee has participated in training.	_____
11. Supervisor has participated in training.	_____
12. Telework Agreement has been completed and signed.	_____

Employee's Signature _____

DATE: _____

Supervisor's Signature _____

DATE: _____

Appendix E

Scenarios

1—Supervisor Training Scenario

- Sarah has requested to telework. She has been employed with the company for eight months. Sarah is a single parent with three young children, and she loves to work in her garden.
- Her home is 20 miles away, and she dislikes spending so much time commuting.
- Sarah regularly works 4 10-hour days, she gets along well with most of her coworkers, and she believes that she can control interruptions better in her home than at the office.
- She is somewhat productive, and the quality of her work is fairly good, but her supervisor has found that Sarah needs continual supervision in order to accomplish her work. Although she often talks about her ambitions to advance in the organization, she has shown little initiative.
- The supervisor is unsure about letting Sarah telework.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

2—Supervisor Training Scenario

- Ben has requested to telework. He is nearing retirement and is presently living with his son's family. His four grandchildren are excited to have their grandfather living with them. Ben loves to play Bingo, and in his spare time, is hard at work on the second chapter of the novel he is writing.
- His home is 55 miles away, and he often comes into the office in a highly agitated state.
- His supervisor says that although Ben's job series is eligible, he customarily completes projects at the last minute, often expecting coworkers to respond accordingly.
- Ben's quality of work is generally good, but he isolates himself as much as possible, and is often reluctant to agree with suggestions from other team members.
- The supervisor is concerned about whether Ben has the self-discipline to work productively away from the office.

3—Supervisor Training Scenario

- Thomas has requested to telework. He has recently married, and now boasts of a ready-made family consisting of four teenagers. Thomas collects antique tools and enjoys watching game shows.
- His home is 30 miles away, and he dislikes spending so much time commuting.
- Thomas is not very communicative, and he is not considered to be a very cooperative team player.
- His supervisor has had problems with Thomas not attending meetings, and not answering telephone and e-mail messages.
- Thomas is, however, very productive and the quality of his work is fairly good. His supervisor, however, believes that Thomas's work would benefit from a higher degree of interfacing with coworkers/team members. She is also concerned with Thomas's negative attitude toward change.
- The supervisor is hesitant to let Thomas telework because she believes that Thomas would not be as productive, and that he would be reluctant to play by the rules.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

4—Supervisor Training Scenario

- Laura has requested to telework. She has three children less than 10 years of age, and is living with her ailing in-laws.
- She lives 10 miles away from the office complex.
- Laura is very communicative, and seems to thrive on office chatter.
- Her supervisor has had difficulty with having Laura work independently. Laura believes that she needs the interactions with coworkers to support her efforts, but that she could telework and still be productive.
- Laura is fairly productive, although the quality of her work is generally average.
- The supervisor is concerned that Laura's productivity will falter without the social and work-related interactions with coworkers.